



65TH WORLD HEALTH ASSEMBLY

TECHNICAL SESSION ON PATIENT SAFETY HOSTED BY THE SUPREME COUNCIL OF HEALTH, QATAR

**Salle IX, Palais des Nations
Wednesday 23 MAY, 2012, 12:30-14:00**

Briefing Note: Making Health Care Safer

Aim of technical session

This technical session has been requested by the Minister of Health, Supreme Council of Health, Qatar and facilitated by WHO, to share achievements in patient safety since the 2002 WHA Resolution 55.18, and to serve as a renewed call to action to promote patient safety as a fundamental principle of all health systems. The session aims to:

- share successes and lessons learned from the implementation of global and national patient safety programmes in the past decade;
- distil the key features of success that can be applied to strengthen health systems for quality improvements and safety;
- propose a new way forward to strengthen existing efforts, while intensifying further global patient safety actions and the development of interventions.

The session aims to describe how patient safety can directly contribute to achieving the Millennium Development Goals and to highlight how patient safety is a cross-cutting entry point for global priorities such as care of the elderly, and developing high quality services for universal health coverage.

Patient safety

Safety is a fundamental principle of patient care and a critical component of quality management. Its improvement demands a complex system-wide effort, involving a wide range of actions in methodologies, performance improvement, environmental safety and risk management. It embraces nearly all health-care disciplines and actors, and thus requires a comprehensive multifaceted approach to identifying and managing actual and potential risks to patient safety and quality of care improvements.

Patient safety at the national level

Improving patient safety and quality of health care requires well designed systems to minimize risks to patients. Change is needed at the level of health-care systems, health-care organizations and agencies, hospitals and facilities, teams and individual health-care workers.

Patient safety at the World Health Organization (WHO)

The Patient Safety Programme (PSP) at WHO has taken the lead worldwide in addressing patient safety and quality improvements in health care. Based on WHA Resolution 55.18 the WHO programme has developed global norms, standards and guidelines for quality of care and patient safety, promoted patient safety and the framing of evidence-based policies, including global standards that will improve patient care, supported the efforts of Member States to promote a culture of safety and encouraged research in this discipline.

Goals of WHO's Patient Safety Programme

The WHO Patient Safety programme has taken the lead in tackling specific aspects of patient safety, and is progressing with its existing efforts and programmes in both developing and developed countries, to ensure that the needs of Member States in the context of patient safety are being effectively addressed. Major areas of its operations include: building partnerships in health care between developed and developing countries; promoting innovation and developing tools and solutions in patient safety; and capacity-building to support Member States in designing and implementing systems for patient safety. It provides a vehicle for collaboration and action between WHO, Ministries of Health, health authorities, organizations, associations and NGOs, facilities and hospitals, as well as academics, technical experts and consumers.

The WHO Patient Safety Strategy 2012-2015

2012 marks the launch of a renewed WHO Patient Safety Strategy as a significant step in the quest to improve the safety of health-care systems in all Member States and tackle the full range of patient safety issues on a worldwide scale. In its new 2012-2015 strategy, PSP aims to support the framing of patient safety policies and promotion of good practices in safety and quality improvements in Member States. The new strategy addresses three strategic objectives focused on patient safety leadership; harnessing patient safety knowledge for health systems and engaging with a range of patient safety stakeholders.

Website: <http://www.who.int/patientsafety>